

CLAIMS

I claim:

- 1 1. A payroll system comprising:
2 logic configured to obtain a set of switching statistics from a database of a
3 communications switch;
4 logic configured to obtain a set of work statistics of an operator;
5 logic configured to determine an operator efficiency parameter by integrating
6 the set of switching statistics with the set of work statistics;
7 logic configured to determine when the operator efficiency parameter exceeds
8 an expected efficiency parameter.
- 1 2. The system of claim 1, further comprising logic configured to calculate a
2 bonus payment to the operator.
- 1 3. The system of claim 1, further comprising:
2 logic configured to generate an operator-specific, quantity-parameter from the
3 set of switching statistics;
4 logic configured to generate an operator-specific, quality-parameter based on
5 the set of work statistics of the operator;
6 logic configured to determine the operator efficiency parameter by integrating
7 the operator-specific, quantity-parameter with the operator-specific, quality-
8 parameter; and
9 logic configured to determine the expected efficiency parameter of the
10 operator based on a set of operator-specific information.
- 1 4. The system of claim 3, wherein the communications switch is a POTS switch
2 located in a telephone central office, and wherein the set of switching statistics
3 comprises telephone call statistics contained in the database of the POTS switch.
- 1 5. The system of claim 4, wherein the operator-specific, quality-parameter
2 comprises a time of handling a set of telephone calls from customers.

- 1 6. The system of claim 4, wherein the set of operator-specific information
2 includes at least one of an employment seniority grade, an operator attendance data,
3 and an operator-generated monthly revenue.
- 1 7. The system of claim 1, further comprising:
2 means for generating an operator-specific, quantity-parameter from the set of
3 switching statistics;
4 means for generating an operator-specific, quality-parameter based on the set
5 of work statistics of the operator;
6 means for determining the operator efficiency parameter by integrating the
7 operator-specific, quantity-parameter with the operator-specific, quality-parameter;
8 and
9 means for determining the expected efficiency parameter of the operator based
10 on a set of operator-specific information.
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- 1 8. A method of operating a payroll system, the method comprising:
2 obtaining a set of switching statistics from a database of a communications
3 switch;
4 obtaining a set of work statistics of an operator;
5 determining an operator efficiency parameter by integrating the set of
6 switching statistics with the set of work statistics;
7 providing a bonus payment to the operator when the operator efficiency
8 parameter exceeds an expected efficiency parameter.
- 1 9. The method of claim 8, further comprising:
2 generating an operator-specific, quantity-parameter from the set of switching
3 statistics;
4 generating an operator-specific, quality-parameter based on the set of work
5 statistics of the operator;
6 determining the operator efficiency parameter by integrating the operator-
7 specific, quantity-parameter with the operator-specific, quality-parameter; and
8 determining the expected efficiency parameter of the operator based on a set
9 of operator-specific information.

1 10. The method of claim 9, wherein the communications switch is a POTS switch
2 located in a telephone central office, and wherein the set of switching statistics
3 comprises telephone call statistics contained in the database of the POTS switch.

1 11. The method of claim 10, wherein the operator-specific, quality-parameter
2 comprises a time of handling a set of telephone calls from customers.

1 12. The method of claim 10, wherein the set of operator-specific information
2 includes at least one of an employment seniority grade, an operator attendance data,
3 and an operator-generated monthly revenue.

1 13. The method of claim 9, wherein the communications switch is a packet switch
2 in a data network, and wherein the set of switching statistics comprises switch usage
3 information contained in the database of the communications switch.

1 14. The method of claim 9, wherein the communications switch is a server of a
2 client-server data network, and wherein the set of switching statistics comprises
3 switch usage information contained in the database of the communications switch.

1 15. The method of claim 14, wherein operator-specific, quality-parameter
2 comprises a time of servicing a set of communications switch customer work
3 requests.

1 16. The method of claim 14, wherein the set of operator-specific information
2 includes at least one of an employment seniority grade, an operator attendance data,
3 and an operator-generated monthly revenue.

1 17. A payroll system stored on a computer-readable medium, the system
2 comprising:
3 computer-readable code that configures a device to obtain a set of switching
4 statistics from a database of a communications switch;
5 computer-readable code that configures the device to obtain a set of work
6 statistics of an operator;

7 computer-readable code that configures the device to determine an operator
8 efficiency parameter by integrating the set of switching statistics with the set of work
9 statistics;

10 computer-readable code that configures the device determine when the
11 operator efficiency parameter exceeds an expected efficiency parameter.

1 18. The system of claim 17, further comprising computer-readable code that
2 configures the device to calculate a bonus payment to the operator.

1 19. The system of claim 17, further comprising:
2 computer-readable code that configures the device to generate an operator-
3 specific, quantity-parameter from the set of switching statistics;
4 computer-readable code that configures the device to generate an operator-
5 specific, quality-parameter based on the set of work statistics of the operator;
6 computer-readable code that configures the device to determine the operator
7 efficiency parameter by integrating the operator-specific, quantity-parameter with the
8 operator-specific, quality-parameter; and
9 computer-readable code that configures the device to determine the expected
10 efficiency parameter of the operator based on a set of operator-specific information.

1 20. The system of claim 17, wherein the communications switch is a POTS switch
2 located in a telephone central office, and wherein the set of switching statistics
3 comprises telephone call statistics contained in the database of the POTS switch.

1 21. The system of claim 20, wherein the operator-specific, quality-parameter
2 comprises a time of handling a set of telephone calls from customers.

1 22. The system of claim 20, wherein the set of operator-specific information
2 includes at least one of an employment seniority grade, an operator attendance data,
3 and an operator-generated monthly revenue.